

POLICY & RESOURCES COMMITTEE

19th JUNE 2014

CHIEF EXECUTIVES OFFICE

**REPORT OF THE
HEAD OF CORPORATE STRATEGY & DEMOCRATIC
SERVICES**

K. JONES

INDEX OF REPORT ITEMS

PART 1. Doc Code: PRB-190614-REP-CE-KJ

SECTION C – MATTER FOR MONITORING		
Report Item	Page Nos	Wards Affected
1.Quarter 4 (Full Year) Performance Management Data - 2013/2014	2 - 41	ALL

Part 1, Section C, Item 3

QUARTERLY PERFORMANCE MANAGEMENT DATA -

Purpose of Report:

To report quarter 4 performance management data for the period 1st April 2013 to 31st March 2014 for Chief Executive's and Finance & Corporate Services Directorates and, the performance management data for the same period for services that are within the remit of the other four main Scrutiny Committees (CYPE, SCHH, E&H and ECR). This will enable the Policy & Resources Cabinet Board and Scrutiny Members to discharge their functions in relation to performance management.

Background

The role of scrutiny committees was amended at the Annual Meeting of Council in May 2010 to reflect the changes introduced by the Local Government (Wales) Measure 2009:

1. Scrutinise the service improvement set out in the Corporate Plan which fall within the committee's purview;
2. Scrutinise the performance of all services within its purview and the extent to which services are continuously improving;
3. Ensure performance measures are in place for each service and that the measures reflect what matters to local citizens;
4. Commission and participate in systems reviews through appropriate mechanisms and report onwards to the Executive
5. Monitor implementation by the Executive of responses to the conclusions and recommendations of the Council's external regulators; and
6. Promote innovation by challenging the status quo and encourage different ways of thinking and options for service delivery.

Key Points

In relation to the performance results available at the end of the 4th quarter (2013-2014 full year performance):-

Overall Performance of the Council's full suite of comparable performance indicators has significantly improved on the previous year. See table below:

	Improved or Maximum* Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more
2012-2013	57.5%	2.6%	15.7%	24.2%
2013-2014	72.4%	2.0%	10.5%	15.1%

* - Achieving either 100% or 0% (where lower performance figure is better) performance, where there is no scope for improvement for the relevant performance indicator.

In relation to areas highlighted within the Corporate Improvement Plan as corporate improvement priorities:-

- Sickness across the Council continues to fall from an average of 9.65 days per employee in 2012/13 to 9.19 days per employee (indicator 2) for 2013/2014. However this reduction of 4.8% is below the 10% target commitment the Council has made in the Workforce Agreement to reduce sickness absence in all service areas by March 2014. The reduction in the total workforce due to employees taking voluntary redundancy would have had a slight negative impact on the final year end sickness figures.

A task and finish group has recently reviewed the scope for further performance improvement in relation to sickness absence. There were three main areas identified:

1. The need for managers to continue to focus upon those employees with a short term persistent absence pattern - we have made significant improvement in this area moving from 1,477 staff identified with three or more absences to 686 at the last data.
2. There is scope to reduce the number of days lost as a result of long term absence by improved case management.

3. The Corporate Health Group are to mount a campaign focusing on mental health, this work is already in hand.
- Schools in NPT have secured a steady improvement in pupil performance at Key Stage 4. The wider external points scored by 16 years old has increased by 10.49% to 537. The percentage of pupils who achieved the level 2 threshold including English/Welsh first language and Mathematics increased and is above the Welsh average. Only 2 pupils left school without a recognised qualification. Attendance at secondary schools continues to increase and the number of days lost to fixed-term exclusions is falling at a steady rate.
 - During 2012-2013, Children & Young People Services agreed monthly improvement targets for eight priority measures with the Care and Social Services Inspectorate for Wales (CSSIW). During 2013-2014, the service has achieved the required standard for seven of the eight measures (which are listed below).

Children & Young People Services		
8 Priority Measures for 2013-2014	Target for 2013-2014	Quarter 4 performance 2013-2014
The percentage of first placements of looked after children during the year that began with a care plan in place.	90%	100%
The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	90%	87%
The percentage of referrals that are re-referrals within 12 months.	29%	22.1%
The percentage of looked after children reviews carried out within statutory timescales during the year.	90%	95%
The percentage of initial assessments completed within 7 working days	70%	80.6%
The percentage of required core assessments completed within 35 working days.	70%	70.2%

The percentage of child protection visits undertaken within 6 weeks.	90%	99.6%
The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	85%	92.5%

In relation to the 2013-2014 Children & Young People Services performance, comparison to the same position in 2012-2013 (83% comparable indicators improved or achieved maximum performance compared to 55% last year) clearly demonstrates considerable improvement in performance across the service. The aim for 2014-15 is not only to improve further on performance but also to achieve consistency in the quality and delivery of social work intervention.

- Performance in adult services has shown significant improvement, with the benefits of integrated working and redesign of the common access point (community gateway) and intermediate care services (community resource team) evident in the reduction in delayed transfers of care despite increasing numbers of frail older people.
- The Council met and exceeded its statutory recycling target of 52%, achieving 54.04% for the year 2013-2014. This has been achieved through ongoing improvements in waste management as part of the implementation of the Council's Waste Strategy, and recycling improvements at Household Waste and Recycling Centers. These improvements have also been accentuated by the ongoing downward trend in overall waste arising for collection.
- All three of the Economic Development indicators continued to improve in 2013-2014:
 1. There has been a significant increase in L(ED)1 (jobs created as a result of financial support by the Local Authority), 255 compared to 137 the previous year. This increase is the direct result of more companies applying for loan/grant funding to support investments in capital equipment, website development, accreditations, training and general marketing activities.
 2. There has also been a substantial increase in the number of new business start up enquiries assisted through the Business Services team. Enquiries have increased from 349 for 2012-2013 to 429 for the

2013-2014. This increase is due to the setting up of monthly Enterprise Clubs to provide support and advice on establishing and running a business to people registered unemployed through Job Centre Plus. The team have also found that changes to the Benefits process has meant more people are now considering self employment as a work option.

3. Over the past 12 months there has been a small increase in the number of business enquiries resulting in advice and/or information being given to local companies. This is the result of an increase in demand for support on a range of issues such as property, rates relief, local contract opportunities, tendering, events, etc
- Our Customer Services team has seen an improvement in their average customer waiting times (face to face contact) from 13 minutes to 8 minutes. However, the service on average is taking longer to answer telephone calls. Comments why performance has declined in average time taken to answering telephone calls and the increase in abandoned telephone calls can be found in the data tables, below indicators 11 & 12.

Other areas that are drawn to committee's attention include:

- 5 of the 6 Youth Offending Team performance indicators have improved or achieved maximum performance, particularly in relation to Education, Training or Employment (ETE), This has been achieved by effective multi agency working, not only with partner agencies but with external service providers such as 'Moving Forward'. We have utilised the skills of the Speech and Language Therapist based within the Youth Offending Team to enable us to communicate more effectively with young people and provide tailored interventions to young peoples communication needs. This is further supported by a Basic Skills tutor who offers a range of services to young people.
- 3 of the 6 homelessness performance indicators have improved/achieved maximum and the other half have seen a marginal drop in performance, despite a background of increased volume of approaches to the Housing Options Service. Performance remains above the All Wales figures for 2012-2013 for all six indicators
- The average time to deliver a Disabled Facilities Grant has decreased significantly (from 244 days to 204 days) due to continued improvements in the Community Occupational Therapist service, improvements made as a result of the Disabled Facilities Grant service 'system thinking' review and the

continuous improvement environment have contributed towards the continued reduction in delivery time.

- 37% of private sector properties that had been vacant for more than 6 months at 1st April were returned to occupation during the year. The Council and partner agencies are making a concentrated effort to deal with Empty Homes, which is making owners of empty properties increasingly aware of the proactive approaches being taken to reduce wasted housing resources in Neath Port Talbot. In addition, reactive statutory enforcement action is being used by Environmental Health at Empty Properties, which focuses the owners attention to the options available to bring the property up to a standard for sale or rental. Also there are many external factors out of our control which can influence the figure, including economical climate and an improvement in the housing market in general.
- 70% of the public protection indicators have either achieved maximum performance or they have improved. Comments why 3 of their indicators have seen a drop in performance of 5% or more are detailed in the performance tables (Indicators 118 – 120).
- The introduction of 4 new local planning indicators during 2013-2014 meant that only five of the nine planning indicators had comparable data, just one of these has shown improvement during the year. Looking at the indicators as a whole, the service has noted that this has been a challenging year for the service with a high level of complex applications and staff changes including the loss of a Team Leader since Summer 2013. Nevertheless NPT Planning service remains within the upper quartile of high performing Authorities. The recent reorganisation in the Development Management team, however, has sought to address the team structure, following which efforts will continue to set the highest standards for service delivery in seeking to reclaim its number one position within the performance tables produced by the Welsh Government.
- Overall performance for libraries has marginally improved across most indicators compared to the previous year. This is due to targeted increased spending on the book fund and targeted spending and replacement of ICT hardware in order to improve the range of facilities at libraries.
- Condition of our roads has seen an improvement which can be attributed to the monies spent on resurfacing and surface treatments since the previous year.

- Of the 7 asset management performance indicators, 6 have shown improvement during 2013-202014 (an improvement on last years position). There has been an overall drop in the total number of buildings, and many of the buildings that have been disposed of/demolished were in the C (poor condition) and D (bad condition) categories. In addition there have been several new builds and some refurbishment schemes that have improved the condition grades.
- Street scene indicators has seen mixed performance, which includes a lower performance figure this year for fly tipping (please see an explanation for this under indicator 163).

Appendices

Quarterly Performance Management Data 2013-2014 – Quarter 4 Performance (1st April 2013 – 31st March 2014) – APPENDIX 1 (PRB-190614-REP-CE-KJ)

List of Background Papers:

The Neath Port Talbot Corporate Plan - 2013/2016 “Rising to the Challenge”;

Policy & Resources Committee report date 30th July 2010 – Securing continuous improvement and scrutiny work programme.

Wards Affected:

All

Officer Contact:

Karen Jones, Head of Corporate Strategy & Democratic Services. Telephone: 01639 763284. E-Mail: k.jones3@npt.gov.uk

Nita Sparkes, Corporate Strategy & Performance Manager. Telephone: 01639 766172. E-Mail: n.sparkes@npt.gov.uk

Shaun Davies, Performance Management Officer. Telephone: 01639 763172. E-Mail: a.s.davies@npt.gov.uk



Quarterly Performance Management Data .

2013-2014 – Quarter 4 Performance (1st April 2013 – 31st March 2014)

Contents:

Section 1: Summary of Quarterly Performance by Committee/Service Area.

Section 2: Quarterly Performance Management Data (Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator).

Note: The following references are included in the table. Explanations for these are as follows:







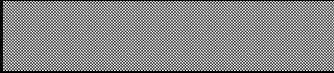
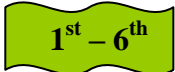
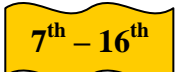

(NSI) National Strategic Indicators (NSIs) - are used to measure the performance of local authorities at a national level and focus on key strategic priorities. Local authorities are under a legal duty to collect & report on these measures.

(PAM) Public Accountability Measures - consist of a small set of “outcome focussed” indicators, selected initially from within the existing Performance Measurement Framework. They will reflect those aspects of local authority work which local authorities agree are considered to be important in terms of public accountability. For example, recycling, educational attainment, sustainable development, etc. This information is required and reported nationally, validated, and published annually.

(SID) Service Improvement Data - can be used by local authority services and their regulators as they plan, deliver and improve services. The make-up of this data set will be defined by local authorities according to need and value, collated centrally and shared within the local government community to support service improvement. The Data Unit will maintain centrally defined data definitions and associated guidance.

All Wales The data shown in this column is the figure calculated using the base data supplied by all authorities for 2012/2013 i.e. an overall performance indicator value for Wales.

(L) Local Performance Indicator set by the Council.

	Performance Key
	Maximum Performance
	Performance has improved
	Performance has been maintained
	Performance is within 5% of previous years performance
	Performance has declined by 5% or more on previous years performance
	No comparable data (data not suitable for comparison / no data available for comparison)
	No All Wales data available for comparison.
	2012/13 NPT performance in upper quartile (top six of 22 local authorities) in comparison with All Wales national published measures (NSI & PAM's). 10 of 43 comparable measures in upper quartile.
	2012/13 NPT performance in mid quartiles (7 th – 16 th) in comparison with All Wales national published measures (NSI & PAM's). 15 of 43 comparable measures in mid quartiles.
	2012/13 NPT performance in lower quartile (17 th – 22 nd) in comparison with All Wales national published measures (NSI & PAM's). 18 of 43 comparable measures in lower quartile.

Section 1 - Summary of Quarterly Performance by Committee/Service Area

NB – Where performance has declined by 5% or more for the period in comparison to the previous year, an explanation is provided directly below the relevant performance indicator.

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
1. Chief Executive and Finance & Corporate Services	P&R	7	0	2	4	0	13
P&R Total		7	0	2	4	0	13
2. Education	CYPE	15	2	3	2	0	22
3. Social Care – Youth Justice	CYPE	5	0	0	1	0	6
4. Social Care – Children’s Services	CYPE	33	0	0	7	5	45
CYPE Total		53	2	3	10	5	73
5. Social Care – Adults Services	SCHH	9	0	1	1	0	11
6. Housing – Homelessness and Housing Advice	SCHH	3	0	3	0	0	6
7. Housing – Private Sector Renewal	SCHH	4	0	0	1	2	7
8. Planning & Regulatory Services – Public Protection	SCHH	7	0	0	3	0	10
SCHH Total		23	0	4	5	2	34
9. Planning & Regulatory Services – Planning	ECR	1	0	2	2	4	9
10. Planning & Regulatory Services – Building Control	ECR	2	0	0	0	0	2
11. Economic Development	ECR	3	0	0	0	0	3
12. Asset Management	ECR	6	0	1	0	0	7
13. Leisure and Libraries	ECR	4	1	1	0	0	6
ECR Total		16	1	4	2	4	27

Service Area	Scrutiny Committee	Improved or Maximum Performance	Maintained Performance	Marginally declined - within 5%	Performance declined by 5% or more	No Comparable data	Number of Performance Indicators
14. Environment & Transport – Waste Management	E&H	5	0	0	1	0	6
15. Environment & Transport – Transport and Highways	E&H	5	0	1	0	0	6
16. Environment & Transport – Countryside Management	E&H	0	0	1	0	0	1
17. Environment & Transport – Street Scene	E&H	1	0	1	1	0	3
E&H Total		11	0	3	2	0	16
Total Number of Performance Indicators		110	3	16	23	11	163
Overall performance Percentage (of 152 comparable measures)		72.4%	2.0%	10.5%	15.1%		

Section 2 - Quarterly Performance Management Data



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
1. Chief Executive's and Finance & Corporate Services								
1	Benefits M001 (Local)	Percentage of new claims correctly assessed.	97.6%	100%		100%	100%	☺
2	CHR/002 (SID)	The number of working days/shifts per full time equivalent (FTE) local authority employee lost due to sickness absence.	9.59	10.07	10.6	9.65	9.19	↑
3	CFH/008 (SID)	The percentage of non-domestic rates due for the financial year which were received by the local authority.	98.2%	98.4%		97.3%	98.1%	↑
4	CS001 (Local)	Customer Services - Average customer waiting times (face to face contact)	N/a New	N/a New		13 minutes	8 minutes	↑
5	CS004 (Local)	Customer Services - Percentage of customers leaving before being seen (walk offs)	N/a New	N/a New		1%	0.13%	↑
6	Benefits M002 (Local)	Average days taken for new claims from application to assessment.	16.60	14.32		15.71	15.68	↑
7	CFH/007 (SID)	The percentage of council tax due for the financial year which was received by the authority.	97.2%	97.03%		97.1%	97.3%	↑
8	7.7(L) (Local)	Percentage of standard searches carried out in 10 working days.	99.8%	99.8%		99.4%	97.9%	∨

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
1. Chief Executive's and Finance & Corporate Services –Continued								
9	CFH/006 (SID)	The percentage of undisputed invoices which were paid within 30 days.	93.1%	91.9%	89.8%	92.4%	91.6%	∇
10	CHR/001 (SID)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis.	6.47%	11.26%	9.2%	7.88%	9.63%	↓
		Staff turnover rates have been affected by the Voluntary Redundancy exercise undertaken during 2013-2014.						
11	CS002 (Local)	Customer Services - Average time to answer telephone calls	N/a New	N/a New		28 seconds	30 seconds	↓
	<p>The average time to answer telephone calls has increased this year. Quarter 2, 2013 was a particularly busy period in relation to the demand placed on the contact centre. One of the reasons related to changes to the waste service, which impacted on the overall cumulative figure for the remainder of the year. We have also seen an increase in service related emails and online contacts from the public from 7,709 in 2012-2013 to 9,268 in 2013-2014, with the overall time to deal with these contacts increasing due to the complex nature of some. This form of contact although initially better for the customer does create duplication of Customer Services staff time to interpret and action.</p> <p>Improvements to the Online booking of Bulk Collections and an improved online ordering facility for ordering recycling bins and bags in the second half of 2013/14 has resulted in a reduction of time consuming repeat calls during the latter period of 2013-2014. It is anticipated that planned improvements to modernise and improve on-line transactions available to the public (as detailed in the 2014-2017 Corporate Improvement Plan) and the above improvements, will improve performance during 2014-2015.</p> <p>In addition, we continue to receive a large number of calls for NPT homes. Over the year the number of calls received from NPT homes has reduced. Work is ongoing with NPT Homes to further reduce these numbers.</p>							




No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
12	CS003 (Local)	Customer Services - Percentage of telephone calls abandoned after 5 seconds	N/a New	N/a New		10.5%	12.87%	↓
	<p>We have also seen an increase in the number of abandoned telephone calls in 2013-2014. Over the last financial year our Contact Centre headcount has reduced which has impacted on performance, temporary cover has helped to maintain business continuity, this should be alleviated when CCTV staff join the day time service provision within the Contact Centre in June 2014. In addition, as the main first point of telephone contact for the Council the nature of the Contact Centre business is such that we can receive a very high volume of calls in a very short period of time e.g. inclement weather. Our overall performance can be detrimentally affected by these sudden surges that are beyond our control and our capacity.</p> <p>This Performance indicator is linked to the one above and the above comment will apply for both indicators.</p>							
13	L(P) 13 (L) (Local)	Annual Savings (£)	£494,401	£1,468,074		£1,462,117	£797,516	↓
	<p>The annual savings figure for 2013-2014 of £797,516 is lower than the previous two years as significant savings had been made in each of those years by tendering routes for Home to School transport for the first time. These savings achievements made through Home to School transport tendering were not likely to be repeated, as the majority of routes were now covered by contracts, hence, less savings for 2013-2014.</p> <p>The figure of £797,516 still had a contribution of £347,000 from Home to School Transport as tendering activity was still being undertaken, however on a reduced basis to the previous two financial years. Other savings areas for this financial year were as a result of tendering in the areas of Mechanical & Electrical Services, Library Books, Landline Telecommunications, Highway Products.</p>							

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
2. Education								
14	EDU/002ii (NSI) Joint 1 st	The percentage of pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0%	0%	5.7%	0%	0%	😊
15	EDU/015b (NSI) Joint 1 st	The percentage of final statements of special education need issued within 26 weeks excluding exceptions.	100%	75%	95.9%	100% #	100% #	😊
16	EDU/002i (NSI/PAM) 8 th	The percentage of all pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding August, who leave compulsory education, training or work based learning without and approved external qualification.	0.42%	0.4%	0.4%	0.2%	0.1%	↑
17	EDU/003 (NSI/PAM) 18 ^h	The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	75.7%	77.4%	82.8%	80.6%	82.0%	↑
18	EDU/004 (PAM) 17 ^h	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment.	60.5%	64%	72.7%	68.8%	73.1%	↑

NB –With the exception of indicator 15, the 2013-2014 on this page is full year performance for the 2012-2013 Academic Year
- 12 months calendar year data (January – December)


No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
2. Education								
19	EDU/008b (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Secondary Schools.	1.3	1	0.6	1.26 10 pupils	1.0 8 pupils	↑
20	EDU/010a (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Primary Schools.	0.02%	0.024%	0.011%	0.012% 191 days	0.011% 174 days	↑
21	EDU/010b (SID)	The percentage of school days lost due to fixed-term exclusions during the academic year, in Secondary Schools.	0.13%	0.101%	0.122%	0.111% 1,658 days	0.107% 1,568 days	↑
22	EDU/011 (NSI/PAM) 	The average wider point score for pupils aged 15 as at the preceding 31 August, in schools maintained by the local authority.	387	443	468	486	537	↑
23	EDU/015a (NSI) 	The percentage of final statements of special education need issued within 26 weeks including exceptions	55.6%	15.9%	71.3%	27.7%#	35.9%#	↑

NB –With the exception of indicator 23, the 2013-2014 on this page is full year performance for the 2012-2013 Academic Year
12 months calendar year data (January – December)

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
2. Education – Continued								
24	EDU/016b (PAM) 	The percentage of pupil attendance in Secondary Schools.	91.7%	91.9%	92.1%	92.3%	92.6%*	↑
25	EDU/017 (NSI) 	The percentage of pupils aged 15 at the preceding 31 August in schools maintained by the local authority who achieved the level 2 threshold including a GCSE grade A-C in English or Welsh first language and Mathematics.	N/a New	51.6%	50.7%	54.1%	56%*	↑
26	L(FP) 1+ (Local)	Number of full day childcare places provided.	1,236	1,233		1,707	1,800	↑
27	L(Yth)2+ (Local)	The percentage of 11 - 19 year olds in contact with the youth service.	15.34%	24.06%		27.48%	33.07%	↑
28	L(SEN) 1a (Local)	Number of children with new statements of special educational needs.	81	94		112#	103#	↑
29	EDU/006ii (NSI) 	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 3.	8.7%	9.6%	16.8%	10.3%	10.3%*	↔
30	EDU/008a (SID)	The number of permanent exclusions during the academic year per 1,000 pupils from Primary Schools.	0.5	0.6	0.1	0.1	0.1*	↔
						1 pupil	1 pupil	

- 12 months Calendar year data (January – December)

* – Full year performance figures for 2012-2013 academic year.











No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
2. Education – Continued								
31	EDU/006i (SID)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of: Key Stage 2	15.3%	15.6%	20.3%	16.5%	16.4%*	▼
32	L(SEN) 1b (Local)	Total number of children with statements of special educational needs.	731	730		774#	788#	▼
33	EDU/016a (PAM) 	Percentage of pupil attendance in Primary Schools.	92.2%	92.5%	93.9%	93.1%	93.0%*	▼
34	EDU/009a (SID)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year.	37.6	58.5	19.5	50.4	82.2*	↓
	<p>EDU009 guidelines states that the definition for Part Time provision is at least 10 hours per week. Neath Port Talbot Home Tuition policy states that pupils up to year 9 should receive 1 hour a day tuition, year 10 pupils 1.5 hours a day and year 11 pupils 2 hours a day. All the Neath Port Talbot Home Tuition statutory requirement have been met but they are in conflict with EDU009 performance indication guidelines.</p> <p>There has also been difficulty accommodating SEN pupils due to their complex needs. Also, three of the excluded pupils are Year 11 who finish education on the last Friday in June of the school year and are very difficult to place.</p>							
35	EDU/009b (SID)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year.	20	16.3	4.4	16.1	38.5*	↓
	As above explanation for EDU009a.							

* – Full year performance figures for 2012-2013 academic year.

- 12 months Calendar year data (January – December)




No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
3. Social Care - Youth Justice								
36	SCY/003b (SID)	The percentage of those children and young people with an identified need for treatment or other intervention, who receive that within ten working days of the assessment.	100%	100%	92.9%	100%	100% (P)	😊
37	SCY/001a (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by Children and young people of statutory school age.	12.1%	46.7%	5.2%	0%	25.8% (P)	↑
38	SCY/001b (SID)	The percentage change in the average number of hours of suitable Education, Training or Employment (ETE) children and young people receive while within the youth justice system by: Young people above statutory school age.	3.6%	58.7%	9.5%	-9.7%	38.2% (P)	↑
39	SCY/002b (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation upon their release from custody compared with before the start of their custodial sentence.	28.6%	25.0%	13.1%	-20%	0% (P)	↑
40	SCY/003a (SID)	The percentage of children and young people in the youth justice system identified via screening as requiring a substance misuse assessment that commence the assessment within five working days of referral.	79.7%	82.6%	87.5%	92.7%	98% (P)	↑
41	SCY/002a (SID)	The percentage change in the proportion of children and young people in the youth justice system with suitable accommodation at the end of their court order compared with before the start of their court order.	0.8%	1.2%	-1.2%	4.1%	-3.7% (P)	↓
	3 young people had a chaotic lifestyle and had ended their order living in unsuitable bed and breakfast accommodation or were at exposure of risk of harm. They had been in what is deemed suitable accommodation by the Youth Justice Board (YJB) indicators at the start of their intervention; all 3 were involved with Children Services, due to the chaotic nature of their lives Children Services were unable to find alternative accommodation. Whilst in unsuitable accommodation the young people received a high level of support from services to minimize risks identified.							

(p) – provisional data

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services								
42	SCC/001a (PAM) 	Priority Measure: The percentage of first placements of looked after children during the year that began with a care plan in place.	74.7%	57.8%	89.1%	58.4%	100%	
43	SCC/013ai (SID)	The percentage of open cases of children who have an allocated social worker - Children on the child protection register.	99.6%	99.5%	99.7%	99.8%	100%	
44	SCC/013bi (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children on the child protection register.	0.0%	0.2%	0.2%	0%	0%	
45	SCC/030a (PAM) 	The percentage of young carers known to Social Services who were assessed.	100.0%	100.0%	92.3%	100%	100%	
46	SCC/033e (NSI) 	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency accommodation at the age of 19.	90.5%	90.5%	93.2%	92.3%	100%	
47	SCC/041b (SID)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	52.0%	77.8%	96.3%	96.0%	100%	
48	SCC/044a (SID)	The percentage of children looked after who were permanently excluded from school during the previous academic year	0%	0%	0%	0%	0%	

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services - Continued								
49	SCC/010 (SID)	Priority Measure: The percentage of referrals that are re-referrals within 12 months.	24.8%	27.5%	27.0%	35.9%	22.1%	↑
50	SCC/021 (SID)	Priority Measure: The percentage of looked after children reviews carried out within statutory timescales during the year.	70.7%	62.5%	91.9%	69.2%	95.0%	↑
51	SCC/025 (PAM) 21 st	Priority Measure: The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	59.1%	52.7%	83.0%	68.3%	87.0%	↑
52	SCC/042a (SID)	Priority Measure: The percentage of initial assessments completed within 7 working days.	54.6%	40.4%	73.1%	38.1%	80.6%	↑
53	SCC/043a (SID)	Priority Measure: The percentage of required core assessments completed within 35 working days.	No data	No data	76.6%	48.7%	70.2%	↑
54	SCC/001b (SID)	For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.	99.2%	87.7%	91.7%	69.5%	89.8%	↑
55	SCC/002 (NSI) 16 th	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March.	17.19%	10.4%	13.7%	15.8%	15.7%	↑
56	SCC/004 (NSI/PAM) 10 th	The percentage of children looked after on 31 March who have had three or more placements during the year.	8.5%	6.4%	9.4%	8.7%	6.0%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services - Continued								
57	SCC/006 (SID)	The percentage of referrals during the year on which a decision was made within 1 working day.	89.8%	89%	97.2%	93.1%	97.2%	↑
58	SCC/007a (SID)	The percentage of referrals during the year that were allocated to a social worker for initial assessment.	33.6%	49.0%	63.8%	48.5%	94.1%	↑
59	SCC/007b (SID)	The percentage of referrals during the year that were allocated to someone other than a social worker for initial assessment.	12.4%	14.7%	8.3%	6.3%	4.4%	↑
60	SCC/013aii (SID)	The percentage of open cases of children who have an allocated social worker - Children looked after.	97.7%	97.7%	94.9%	95.2%	98.7%	↑
61	SCC/013aiii (SID)	The percentage of open cases of children who have an allocated social worker - Children in need.	53.7%	58.2%	74.5%	66.3%	66.7%	↑
62	SCC/014 (SID)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	63.3%	60.4%	87.4%	67.8%	93.5%	↑
63	SCC/015 (SID)	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.	94.5%	84.6%	88.4%	82.3%	91.4%	↑
64	SCC/022a (SID)	The percentage attendance of looked after pupils whilst in care in primary schools.	94.7%	94%	94.4%	90.1%	93.1%	↑
65	SCC/022b (SID)	The percentage attendance of looked after pupils whilst in care in secondary schools.	91.1%	90.3%	90.6%	83.8%	89.7%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services - Continued								
66	SCC/024 (SID)	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March.	33.3%	42.3%	65.0%	63.6%	85.7%	↑
67	SCC/033d (NSI) 	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	84.0%	77.8%	93.4%	72.2%	95.7%	↑
68	SCC/033f (NSI) 	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	57.1%	57.1%	56.4%	46.2%	63.6%	↑
69	SCC/034 (SID)	The percentage of child protection reviews carried out within statutory timescales during the year.	93.2%	90.7%	96.1%	87.2%	97.5%	↑
70	SCC/036 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment.	18.8%	10.0%	30.4%	33.3%	55.6%	↑
71	SCC/037 (NSI) 	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	197	250	221	162	335	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services - Continued								
72	SCC/041a (NSI) 22 nd	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	52.0%	44.4%	89.5%	20.0%	69.8%	↑
73	SCC/042b (SID)	The average time taken to complete initial assessments that took longer than 7 working days to complete.	22.4	33	20	30	17.6	↑
74	SCC/43b (SID)	The average time taken to complete those required core assessments that took longer than 35 days.	No data	No data	65	68	55.6	↑
75	SCC/011a (PAM) 11 th	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen by the Social Worker.	73.8%	67.4%	75.4%	79.2%	68.3%	↓
76	SCC/011b (NSI) 10 th	The percentage of initial assessments that were completed during the year where there is evidence that the child has been seen alone by the Social Worker.	42.1%	42.1%	37.5%	43.1%	38.7%	↓
	In 2012-2013 the service was not following appropriate child care procedures. In 2013-2014, the service introduced training on procedures for all social workers which included the need to do a “desk top” initial assessment prior to a child protection investigation; these circumstances would not expect a child to be seen/seen alone as part of the initial assessment. The above comment applies to both indicators SCC0011a & b.							
77	SCC/013bii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children looked after.	1.4%	1.4%	4.4%	0.6%	1.3%	↓
	The percentage increase is a result of 6 cases which are respite cases managed by the childcare disability team.							

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services – Continued								
78	SCC/013biii (SID)	The percentage of open cases of children who are allocated to someone other than a social worker where the child is receiving a service in accordance with his/her assessment or plan - Children in need.	38.6%	35.4%	21.0%	29.4%	32.3%	↓
	The is the result of a slight increase in the number of low level children in need cases being allocated to non qualified workers, thus freeing up qualified worker resource to deal with more complex cases.							
79	SCC/030b (SID)	The percentage of young carers known to Social Services who were provided with a service.	77.8%	84.8%	89.4%	84.2%	64.7%	↓
	Due to a small cohort this indicator is subject to fluctuation year on year.							
80	SCC/035 (SID)	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment.	42.9%	68.75%	46.1%	52.9%	42.1%	↓
	Due to the small cohort this indicator is subject to fluctuation year on year.							
81	SCC/044b (SID)	The average number of days spent out of school on fixed term exclusions for children looked after who were excluded during the previous academic year.	5	4.7	6.3	3.8	4.0	↓
	Due to the small cohort this indicator is subject to fluctuation year on year.							


No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
4. Social Care – Children’s Services – Continued								
82	Local	Priority Measure: The percentage of child protection visits undertaken within 6 weeks. .	N/a New		N/a New	N/a New	99.6%	—
83	Local	Priority Measure: The percentage of qualified and unqualified workers that receive supervision within 28 calendar days.	N/a New		N/a New	N/a New	92.5%	—
84	SCC/007c (SID)	The percentage of referrals during the year that did not proceed to allocation for initial assessment.	53.9%	36.2%	28.0%	45.2%	1.5%	—
85	SCC/40 (SID)	The percentage of placements started during the year where the child is registered with a provider of general medical services within 10 working days of the start of the placement.	System under development		90.1%	N/a	93.0%	—
86	SCC/045 (PAM)	The percentage of reviews of looked after children, children on the child protection register and children in need carried out in line with the statutory timetable.	System under development		86.4%	No data reported	85.3%	—

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
5. Social Care - Adults Services								
87	SCA/018a (PAM) Joint 1 st	The percentage of carers of adult service users who were offered an assessment or review of their needs in their own right during the year.	100%	100%	86.8%	100%	100%	😊
88	SCA/019 (NSI/PAM) Joint 1 st	The percentage of adult protection referrals completed where the risk has been managed.	92.7%	92.7%	91.84%	100%	100%	😊
89	SCA/001 (NSI) 17 ^h	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	14.83	9.81	4.57	5.97	3.49	↑
90	SCA/002a (NSI) 6 th	The rate of older people (aged 65 or over): Supported in the community per 1,000 population aged 65 or over at 31 March.	90.5	95.07	77.53	99.98	107.8	↑
91	SCA/003a (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 18-64.	88.4%	91.72%	93.87%	91.17%	92.45%	↑
92	SCA/003b (SID)	The percentage of clients who are supported in the community during the year, in the age groups: Aged 65+	77.9%	81.5%	83.5%	79.4%	81.98%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
5. Social Care – Adult Services – Continued								
93	SCA/007 (NSI) 19^h	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	68.9%	79.1%	80.9%	76.1%	81.7%	↑
94	SCA/018c (SID)	The percentage of carers of adult service users who were assessed during the year who were provided with a service.	24.5%	42.5%	62.8%	44.6%	66.7%	↑
95	SCA/020 (PAM) 19^h	The percentage of adult clients who are supported in the community during the year.	N/a	84.5%	86.16%	82.6%	85%	↑
96	SCA/002b (NSI) 19^h	The rate of older people (aged 65 or over): Whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March.	25.38	25.7	20.63	23.36	23.86	▼
97	SCA/018b (SID)	The percentage of carers of adult service users who had an assessment in their own right during the year.	10.6%	16.2%	38.7%	23.9%	20.0%	↓
	Of the 434 carers who were offered an assessment or review during the 1st April 2013 to 31st March 2014, 87 had an actual assessment or review. This compares with 422 carers who were offered an assessment or review during the same period last year where 101 had an actual assessment or review. It is worth noting that only a small number of carers actually accept the offer of an assessment. We have increased staff capacity in the Carer's Service which should result in a rise in the number of assessments completed.							

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
6. Housing – Homelessness and Housing Advice								
98	HHA/016 (SID)	The average number of days all homeless families with children spent in bed and breakfast accommodation.	3.0	0	22.97	0	0	☺
99	HHA/002 (SID)	The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless.	66	87.2	131	71	62	↑
100	HHA/017b SID	The average number of days that all homeless households spent in other forms of temporary accommodation.	72.0	99.8	125.99	111.97	106.49	↑
101	HHA/008 (SID)	The percentage of homeless presentations decided within 33 working days.	63.2%	79.3%	88.6%	96.6%	96.4%	v
102	HHA/013 (NSI/PAM) 2 nd	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	97.0%	97.5%	62.6%	97.1%	95.2%	v
103	HHA/017a (SID)	The average number of days that all homeless households spent in bed and breakfast accommodation	16.6	21.9	39.49	16.02	16.61	v

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
7. Housing - Private Sector Renewal								
104	PSR/002 (NSI/PAM) 8 th	The average number of calendar days taken to deliver a Disabled Facilities Grant.	680	531	271	244	204	↑
105	PSR/004 (NSI) 7 th	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	1.45%	18.10%	5.11%	5.28%	37.38%	↑
106	PSR/009a (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Children and young people	656	622	359	386	310	↑
107	PSR/009b (SID)	The average number of calendar days taken to deliver a Disabled Facilities Grant for: Adults	681	525	268	233	197	↑
108	PSR/007a (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have a full license.	2.5%	1.7%	37.3%	1.7%	1.4%	↓
	All known Houses in Multiple Occupation have been licensed in the Borough. 6 have a full licence compared to 7 in 2012-2013. During 2013-2014 we have taken enforcement action against one landlord who owns a licensable Houses in Multiple Occupation and a draft licence with conditions was issued. However the property is currently unoccupied and the landlord is seeking advice to put in place new management agents and re-occupy with tenants during 2014-2015.							
109	PSR/007b (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Have been issued with a conditional license.	0%	0%	16.5%	0%	0%	—
110	PSR/007c (SID)	Of the Houses in Multiple Occupation known to the local authority, the percentage that: Are subject to enforcement activity.	4.3%	0%	3.1%	0%	0.2%	—

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
8. Planning and Regulatory Services - Public Protection								
111	PPN/001i (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards.	100%	100%	96%	100%	100%	😊
112	PPN/001iii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health.	100%	100%	100%	100%	100%	😊
113	PPN/001iv (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Health and Safety	100%	100%	99%	100%	100%	😊
114	PPN/008iii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Animal Health.	100%	100%	53%	44%	100%	😊
115	PPN/007i (SID)	The percentage of significant breaches that were rectified by intervention during the year for Trading Standards.	79.8%	73.3%	79.4%	70.4%	78.7%	↑
116	PPN/008ii (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Food Hygiene	89%	93%	83%	56%	79%	↑
117	PPN/009 (PAM) 	The percentage of food establishments which are 'broadly' compliant with food hygiene standards	78.2%	87.03%	86.63%	83.02%	92.2%	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
8. Planning and Regulatory Services - Public Protection								
118	PPN/001ii (SID)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	100%	100%	99%	99%	82%	↓
	Out of a possible 324 high risk food businesses that were to be inspected during the year, 265 were carried out in this period. The Service specifically set the target for PPN/001ii at 80% for 2013-2014 (which was exceeded) so that they could tackle businesses in the lower risk categories which have not been inspected for some time and which upon inspection could be higher risk than they are currently scored at. The Food Standards Agency has warned Authorities that ignoring lower risk premises could be storing up problems for the future and therefore the Service's approach is in line with that advice.							
119	PPN/007ii (SID)	The percentage of significant breaches that were rectified by intervention during the year for Animal Health.	76.9%	100%	79.5%	90%	77.3%	↓
	Of the 22 significant breaches that required rectification during the year, 17 were rectified by intervention for Animal Health. the Service will always act as quickly as possible to rectify <u>any</u> significant breaches but this is a category that relies on the Service firstly identifying the traders responsible to be able to take appropriate action. For some animal welfare issues, particularly relating to horses, identification some takes longer and in some instances it is not possible at all. The rectification of significant breaches is therefore not always entirely within our control and performance will fluctuate.							
120	PPN/008i (SID)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year: Trading Standards	57%	70%	54%	60%	56%	↓
	Of the 366 new businesses identified by Trading Standards during 2013-2014, 204 were subject to a Trading Standards risk assessment visit or self-returned self-assessment questionnaire. New businesses are created very regularly and the Service sends each one a self assessment questionnaire as soon as possible after they have been detected. A slight delay in sending out a questionnaire will affect this performance indicator, particularly if new businesses are detected in the last few weeks of the financial year. The key points being that we act to detect all new businesses and that we contact each of them as soon as possible.							



No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
9. Planning and Regulatory Services – Planning								
121	PLA/006(b) (NSI/PAM) 18^h	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	N/a	34%	44%	27%	69%	↑
122	PLA/002 (SID)	The percentage of applications for development determined during the year that were approved.	96.7%	95%	90.5%	96.6%	95.5%	v
123	PLA/004c (SID)	The percentage of householder planning applications determined during the year within 8 weeks.	95.1%	95.3%	83.3%	98.0%	94%	v
124	PLA/004b (SID)	The percentage of minor planning applications determined during the year within 8 weeks.	72.7%	77.9%	61.5%	75.5%	71.3%	↓
	The percentage of minor planning applications determined during the year within 8 weeks (PLA/004b) shows a decrease from 75.5% to 71.3%, while PLA004c - The percentage of householder planning applications determined during the year within 8 weeks has reduced from 98% to 94%. While these drops are not significant, they are nevertheless indicative of the need to re-focus staff efforts on meeting and exceeding targets, given that these two indicators combined comprise over 60% of the total number of determined applications.							


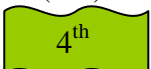
No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
9. Planning and Regulatory Services – Planning Con't								
125	PLA/004d (SID)	The percentage of all other planning applications determined during the year within 8 weeks.	74.6%	82.9%	69.8%	83.5%	73.9%	↓
	<p>The percentage of all other planning applications determined during the year within 8 weeks shows a significant drop from 83.5% to 73.9%. In addition to the complexity of applications, this indicator has been affected by the inclusion of 'conditions discharge' applications since 1st April 2013, many of which are affected by external consultee responses or the need to obtain additional submissions from applicants/agents. Efforts will continue to improve performance under this indicator including closer liaison with internal and external consultees to emphasise the importance of expeditious responses.</p> <p>Looking at the indicators as a whole, the service has noted that this has been a challenging year for the service with a high level of complex applications and staff changes including the loss of a Team Leader since Summer 2013. Nevertheless NPT Planning service remains within the upper quartile of high performing Authorities. The recent reorganisation in the Development Management team, however, has sought to address the team structure, following which efforts will continue to set the highest standards for service delivery in seeking to reclaim its number one position within the performance tables produced by the Welsh Government.</p>							
126	PLA/M001 (Local)	Average time taken from receipt of application to validation of application -days	N/a New	N/a New		N/a New	30.1 days	—
127	PLA/M002 (Local)	Average time taken from receipt of application to date decision is issued - days	N/a New	N/a New		N/a New	87.6 days	—
128	PLA/M003 (Local)	Percentage of applications where the quality of the development has been improved (following negotiation by the case officer either at pre-application stage or during the course of the application).	N/a New	N/a New		N/a New	36%	—
129	PLAM/004 (Local)	The percentage of major planning applications determined during the year within 8 weeks.	N/a New	N/a New		N/a New	23.1%	—
10. Planning and Regulatory Services – Building Control								
130	BCT/007 (SID)	The percentage of 'full plan' applications approved first time.	98.4%	95.5%	95%	97%	99%	↑
131	BCT/004 (SID)	Percentage of Building Control 'full plan' applications checked within 15 working days during the year.	98.4%	98.2%	91.9%	96.1%	98.1%	↑



No	PI Reference	PI Description		2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
11. Economic Development									
132	L(ED) 1 (Local)	Number of jobs created as a result of financial support by the Local Authority.		N/a	120		137	255	↑
133	L(ED) 2 (Local)	Number of new business start-up enquiries assisted through Business Services		N/a	100		349	429	↑
134	L(ED) 3 (Local)	Number of business enquiries resulting in advice, information or financial support being given to existing companies through Business Services.		N/a	300		651	682	↑

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
12. Corporate Health – Asset Management								
135	CAM/001ai (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: A – Good	8.4%	8.4%	16.8%	7.1%	7.2%	↑
136	CAM/001aii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: B – Satisfactory	36.9%	39.8%	56.2%	35.0%	41.2%	↑
137	CAM/001aiii (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: C – Poor	44.20%	41.04%	23.7%	46.2%	42.2%	↑
138	CAM/001aiv (SID)	The percentage of the gross internal area of the local authority's buildings in condition categories: D – Bad	10.5%	10.8%	3.3%	11.7%	9.45%	↑
139	CAM//001bi (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 – Urgent work	21.5%	21.1%	9.7%	19.4%	15.2%	↑
140	CAM/001 biii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 – Desirable work	21.5%	21.7%	37.0%	20.7%	24.2%	↑
141	CAM/001bii (SID)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 – Essential work	57.1%	57.1%	53.3%	59.9%	60.6%	▼

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
13. Leisure and Libraries								
142	LCL/001(b) (NSI) 4 th	The number of people using Public Libraries during the year, per 1,000 population.	6,754	6,926	5,968	6,831	6,839	↑
143	LCL/002b (SID)	The percentage of available computer hours, in use.	48%	49%	38%	46%	48%	↑
144	LCL/003 (SID)	The percentage of library material requests supplied within 7 calendar days.	68%	69%	69%	78%	83%	↑
145	LCL/004 (SID)	The number of library materials issued, during the year, per 1,000 population.	4,207	4,218	4,780	4,146	4,190	↑
146	LCL/002a (SID)	The number of publicly accessible computers per 10,000 population.	8	8	9	8	8	↔
147	LCS/002(b) (NSI) 21 st	The number of visits to local authority sport and leisure centres during the year, per 1,000 population where the visitor will be participating in physical activity.	4,831	5,589	8,864	5,839	5,696	▼

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
14. Environment & Transport – Waste Management								
148	WMT/009b (NSI/PAM) 	The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.	41.28%	41.83%	52.26%	48.33%	54.04%	↑
149	WMT/004b (NSI/PAM) 	The percentage of municipal waste collected by local authorities sent to landfill.	25.77%	28.3%	41.03%	20.3%	14.7%	↑
150	WMT/010ii (SID)	The percentage of local authority municipal waste: Recycled.	26.9%	28.19%	32.11%	34.92%	38.09%	↑
151	WMT/010iii (SID)	The percentage of local authority municipal waste: Collected as source segregated biowastes and composted or treated biologically in another way.	13.9%	13.46%	18.24%	13.27%	15.76%	↑
152	WMT/010i (SID)	The percentage of local authority municipal waste: Prepared for re-use.	0.45%	0.18%	1.91%	0.15%	0.18%	↑
153	WMT/012 (SID)	The percentage of local authority collected municipal waste used to recover heat and power.	26.03%	22.2%	4.63%	27.54%	21.90%	↓
A reduction in performance shown by WMT/012 is due to an operational decision at the Materials Recovery and Energy Centre which resulted in the onsite incineration of refuse derived fuel ceasing during the year.								

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
15. Environment & Transport – Transport and Highways								
154	THS/009 (SID)	The average number of calendar days taken to repair street lamp failures during the year.	1.90	2.34	4.30	1.94	1.83	↑
155	THS/011a (SID)	The percentage of: Principal (A) roads in overall poor condition.	8.5%	8.8%	5.3%	7.9%	6.8%	↑
156	THS/011b (SID)	The percentage of: Non-principal/classified (B) roads in overall poor condition.	6.3%	7.3%	7.5%	6.7%	5.2%	↑
157	THS/011c (SID)	The percentage of: Non-principal /classified C roads in overall poor condition.	7.1%	8.1%	18.8%	9.6%	8.2%	↑
158	THS/012 (PAM) 	The percentage of Principal (A) roads, Non-principal (B) roads and Non-principal C roads that are in overall poor condition.	N/a	8.26%	13.4%	8.0%	6.7%	↑
159	THS/007 (NSI) 	The percentage of adults aged 60 or over who hold a concessionary bus pass.	86.8%	89.1%	84.8%	91.8%	88.9%	▼

No	PI Reference	PI Description	2010/11 Actual	2011/12 Actual	All Wales 2012/13	Quarter 4 2012/13 (full year)	Quarter 4 2013/14 (full year)	Direction of Improvement
16. Environment & Transport - Countryside Management								
160	CMT/001 (SID)	The percentage of total length of 'Rights of Way' which are easy to use by members of the public.	59.9%	60%	54%	68%	67%	v
17. Environment & Transport - Street Scene								
161	STS/005b (PAM) 	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness.	92%	90%	95.8%	83%	98.5%	↑
162	STS/005a (SID)	The cleanliness Indicator	68.2	69	72	70	67.6	v
163	STS/006 (NSI) 	The percentage of reported fly tipping incidents cleared within 5 working days.	84.17%	96.57%	92.16%	95.25%	81.10%	↓
	2012-2013 data did not include all the relevant information (e.g. enforcement activity), all relevant data has been included in 2013-2014 which has resulted in the variance in performance. The authority operates a robust waste enforcement regime with a significantly high number of investigations and notices served. The impact of this is that the timescales associated with the investigations and expiry of the notices has subsequently affected the Authority's ability to remove certain incidents within the prescribed target time of 5 working days. However as a result of serving these notices, a significant number of fly tipping incidents are removed by the perpetrator. We have also seen a reduction in the number of fly tipping incidents recorded by the Authority, possibly as a result of preventative works undertaken during the year e.g. community skip scheme, tyre amnesty event and the proactive work of the enforcement section.							